



DRS-COUNSELOR ASSISTANT

Characteristics of Work

This is paraprofessional work involving the provision of casework services to Vocational Rehabilitation clients. The employee functions as assistant to a DRS-Counselor in the development and maintenance of confidential case files. Additional duties include scheduling client appointments, interviewing clients, composing and typing correspondence relative to clients served, and maintaining a counseling casework budget. The employee exercises considerable independence in performing the duties of the position and independently advises clients concerning services provided. Supervision is received from a DRS-Counselor.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Aids in client intake by completing necessary forms on referrals in absence of Counselor and writing summary of interview in the case record in accordance with standard agency procedures.

Assists Counselor in providing client services by making periodic contacts, writing appropriate documentation in running record and reporting results.

Aids in client placement by contacting employment services and selected employers to discuss specific clients and job openings.

Assists in conducting job skills classes with individual clients or with small groups, utilizing the lesson plan outlined by Counselor.

Receives and routes incoming mail and posts outgoing mail to ensure that all mail is routed to appropriate parties within prescribed time frames.

Schedules appointments for clients and notifies appropriate clients, thereof.

Receives and routes telephone calls and visitors to appropriate parties in a courteous and timely manner.

Types correspondence, memoranda, brief reports, forms, and other materials from rough copy, related to office operations.

Maintains office filing system to ensure ready accessibility to all correspondence, memoranda, reports and other records and supporting documentation.

Completes required forms and reports in accordance with established procedures and within prescribed time frames.

Operates personal computer.

Performs related or similar duties as required or assigned.

Essential Functions

These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring agency.

1. Assists DRS-Counselors in performing routine case management and development duties such as collecting applications, interviewing clients and maintaining case files.
2. Performs secretarial/receptionist duties.
3. Performs general statistical, administrative and accounting duties.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

Sedentary Work: May occasionally walk or stand and/or occasionally move light objects, materials, etc.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; and use hands to finger, handle, or feel objects, tools, or controls. The incumbent is frequently required to walk. The incumbent is occasionally required to stand; reach with hands and arms; and stoop, kneel, crouch, or bend.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Experience/Educational Requirements:

Education:

Graduation from a standard four-year high school or the equivalent (GED);

AND

Experience:

Two (2) years of experience related to the above-described duties.

Substitution Statement

Related education and related experience may be substituted on an equal basis.

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.